Reissued: 13-Sep-07

Model: GW-C1	Date: 21-Apr-06	No.: RB283001b

Subject: ROM History (BICU)	Prepared by: H. Saitoh
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:			
	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☒ Retrofit information
	☐ Product Safety	☐ Other ( )	

We hereby inform you of the firmware history for the Model GW-C1 BICU.

Version	Program No.	C. SUM	Effective Date
0.10	***B2825534D***	***-***	***September 2007 production***
0.09	B2825534C	-	February 2007 production
0.07	B2825534B	-	September 2006 production
0.06	B2825534A	-	March 2006 Production
0.03	B2825534	-	January 2006 Production

Version	Symptom Corrected
0.10	***Symptom corrected:*** ***1. If a DF jam occurs and the meter click timing has been set to "at paper exit" (delivery sensor), the un-printed page is counted up by the optional counter card.*** ***2. GDI controller only: OHP sheets fed from the bypass tray are counted up as "thick paper" inside the SP modes that display counter values by paper type.***
0.09	1. An error occurs with the decrement (subtraction) key card during duplex printing. 2. A counter error occurs during a duplex job with an odd number of pages.
0.07	Duplex printing stops if several TWAIN scanning jams have occurred up to that point.
0.06	Delete the F/W version indication when starting
0.03	For 1st Mass Production

Reissued: 16-Jan-07

Model: GW-C1 Founder	Date: 10-Jan-07	No.: RB283002a

Subject: ROM History (BICU)	Prepared by: H. Saitoh
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:			
	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☒ Retrofit information
	☐ Product Safety	☐ Other ( )	

We hereby inform you of the firmware history for the Model GW-C1 Founder BICU.

Version	Program No.	C. SUM	Effective Date
0.05	***B2825535A***	***-***	***December 2006 poduction***
0.03	B2825535	-	1st Mass Production

Version	Symptom Corrected
0.05	***1. An error occurs with the decrement (subtraction) key card during duplex printing.*** ***2. A counter error occurs during a duplex job with an odd number of pages.***
0.03	For 1st Mass Production

Model: Model K-C3/GW-C1	Date: 15-May-07	No.: RB245023

Subject: Countermeasure for duplex printing error	Prepared by: Y.Murata
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

SYMPTOM

If a duplex job has an odd number of pages, the counter increments by one extra page. For example, if the duplex job has 3 pages of data, the machine will count this as 4 pages.

Note: This does not occur when using a PCL driver for DDST.

CAUSE

The counting specifications for duplex jobs with an odd number of pages were not included in the firmware.

SOLUTION

On the affected machines listed below, update the DDST controller firmware **and** printer driver to the following versions:

DDST controller firmware: **Ver 1.88 or later**

DDST printer driver: **Ver 0.78 or later (K-C3L) / Ver 0.77 or later (GW-C1D)**

Procedure:

1. Check the DDST controller firmware version (Sp7801). If the version is 1.86, update to **Ver 1.88 or later.**

   Note: This firmware is installed on the controller boards listed in the table on the next page. It is also installed on machines listed in “Cut-in Serial Numbers”.

2. Check the DDST printer driver version. If the version is Ver 0.75a or before, request the customer to update to **Ver 0.78 or later (K-C3L)** or **Ver 0.77 or later (GW-C1D).**

   Note: These drivers are included in CD-ROM **Ver 0.3 or later (K-C3L)** and **Ver 0.2 or later (GW-C1D and K-C3L for Taiwan).**

Important: To fix this symptom, you need to update **both the DDST controller firmware and DDST printer driver.** If you do not, the machine can print but the symptom will still occur.

Model: Model K-C3/GW-C1	Date: 15-May-07	No.: RB245023

Modified Controller Boards

The new controller firmware is installed on controller boards from the following P/N:

Note: The suffix is printed on the board, as shown in the photo.

New Part Number	Description	Q'ty	Int	Page	Index	Note
B8665171**E or later**	PCB:KC3-S:GDI-NOB:ASS'Y	1	X/O	3	2	
B8655171**D or later**	PCB:KC3-S:GDI-BASIC:ASS'Y	1	X/O	3	2	

CUT-IN SERIAL NUMBERS

The new controller firmware is installed on the controller from the first machine of April 2007 production.

Model Code	Cut-in Serial Number
B269-19	L7176400001
B269-29	L7176400001
B269-39	L7176400001
B282-21	L8776400001
B282-64	3162740001
B865-15	L7276400001
B865-17	L7276400001
B865-21	L7276400001
B865-26	L7276400001
B865-27	L7276400001
B865-90	L7276400001
B866-10	L7376400001
B866-14	L7376400001
B866-15	L7376400001
B866-17	L7376400001
B866-21	L7376400001
B866-22	L7376400001
B866-26	L7376400001
B866-27	L7376400001
B866-90	L7376400001

Reissued: 15-Jan-08

Model: GW-C1	Date: 17-Nov-06	No.: RB283003

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Printer/Scanner			Prepared by: Y.Yoshida
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the Printer/Scanner firmware release history for models with the NIC.

Version	Program No.	Effective Date
1.93	***B8665571D***	***February 2008 production***
1.88	B8665571C	January 2007 production
1.86	B8665571B	1st Mass production.

Version	Modified Points or Symptom Corrected
1.93	***This software change is to be unified with the GreatWall-C2 launch.***
1.88	Symptom corrected. An extra blank page is added to the end of duplex jobs with an odd number of pages. Important: 1. To fix this symptom, install this firmware version (or newer) AND update the driver to ver0.78 or newer. 2. If you only upgrade the firmware (and not the driver), the printer function will not work.
1.86	1st Mass production.

Model: GW-C1	Date: 25-Feb-08	No.: RB283004

Subject: GDI board faulure	Prepared by: Y.Yoshida
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	

SYMPTOM

Cannot print with the GDI controller.

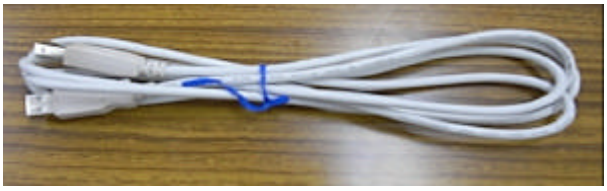
CAUSE

1. Surge voltage damages the IC chip used for the USB I/F signal.
2. The USB cable used did not meet the specification.
3. The PC or copier was not grounded properly.

SOLUTION

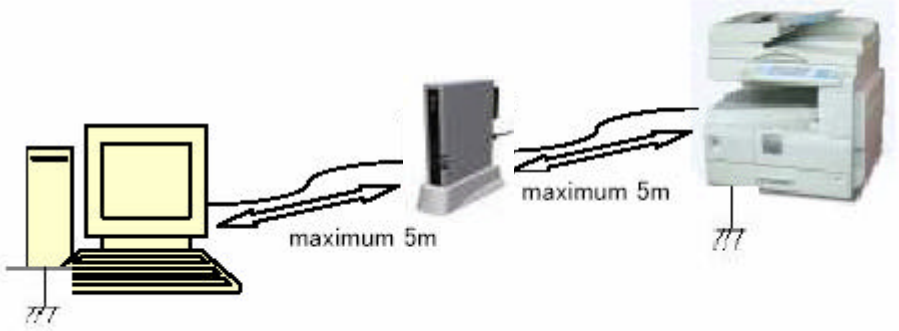
Make sure the customers are doing the following:

1. Use the USB cables included with the Greatwall-C2, or USB cables that comply with the USB2.0 (shielded cable) standards.



2. Make sure both the PC and copier are grounded properly.

3. If the PC is more than 5m away from the copier, use a USB hub. In this case, the distance from the USB hub on each side should be 5m or less, as shown below:



Reissued: 23-Feb-09

Model: GW-C1	Date: 17-Nov-06	No.: RB283003a

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Printer/Scanner			Prepared by: Y.Yoshida
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the Printer/Scanner firmware release history for models with the NIC.

Version	Program No.	Effective Date
1.97	***B8655571G***	***February 2009 production***
1.93	B8665571D	February 2008 production
1.88	B8665571C	January 2007 production
1.86	B8665571B	1st Mass production.

Version	Modified Points or Symptom Corrected
1.97	***Symptom corrected:*** ***Nothing is displayed on the LCD screens for the Printer and Scanner when Korean is selected as the display language.***
1.93	This software change is to be unified with the GreatWall-C2 launch
1.88	Symptom corrected. An extra blank page is added to the end of duplex jobs with an odd number of pages. Important: 1. To fix this symptom, install this firmware version (or newer) AND update the driver to ver0.78 or newer. 2. If you only upgrade the firmware (and not the driver), the printer function will not work.
1.86	1st Mass production.

RICOH **Technical Bulletin**

Model: GW-C1	Date: 18-Jun-10	No.: RB283005

Subject: Parts Catalog Correction_OP_Case_GW-C1	Prepared by: M.Saiki
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.	

Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

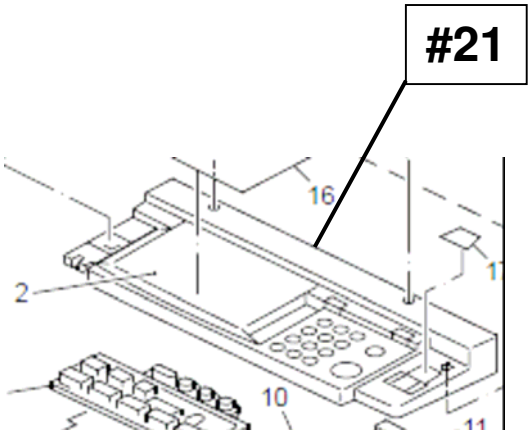
Incorrect part number	Correct part number	Description	Q'ty	Int	Page	Index	Note
	B2431451	CASE:OPERATION SUB-UNIT	0 - 1		9	#21	

#: New index

Change: An index in the illustration was added.

Reason: Correction of illustration and part number.

See the following diagram for the corrected illustration.



Model: GW-C1	Date: 09-Sept-10	No.: RB283006

Subject: Parts Catalog Correction_EEPROM	Prepared by: M.Saiki
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.	

Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

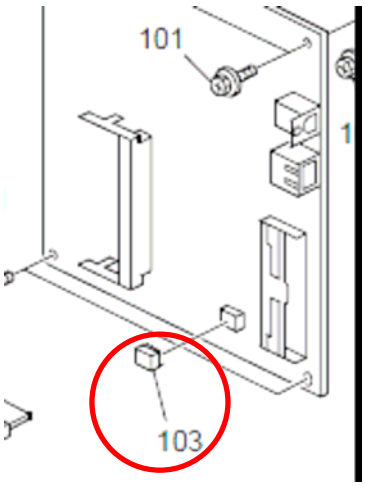
Target Models: K-C L series, GW-C series, and DDST unit Type A/Type B.

Old part number	New part number	Description	Q'ty	Page	Index	Model
14076612		EEPROM:AT24C64A-10PU-2.7	1 - 0	55	102	GW-C1
14076612		EEPROM:AT24C64A-10PU-2.7	1 - 0	57	103	GW-C2
14076612		EEPROM:AT24C64A-10PU-2.7	1 - 0	57	103	GW-C3
14076612		EEPROM:AT24C64A-10PU-2.7	1 - 0	55	102	ML316/ML316D
14076612		EEPROM:AT24C64A-10PU-2.7	1 - 0	57	103	ML319/ML319D
14076612		EEPROM:AT24C64A-10PU-2.7	1 - 0	3	103	DDST unit Type A / Type B

Change: Part number **14076612** and the illustrations were deleted.

Reason: EEP-ROM as a new spare part cannot be used on the GDI controller board as a single replacement component because it causes network connection failure. Please replace the controller board if you need to replace the RAM.

Part encircled in red in the following diagram is deleted.



RICOH

Technical Bulletin

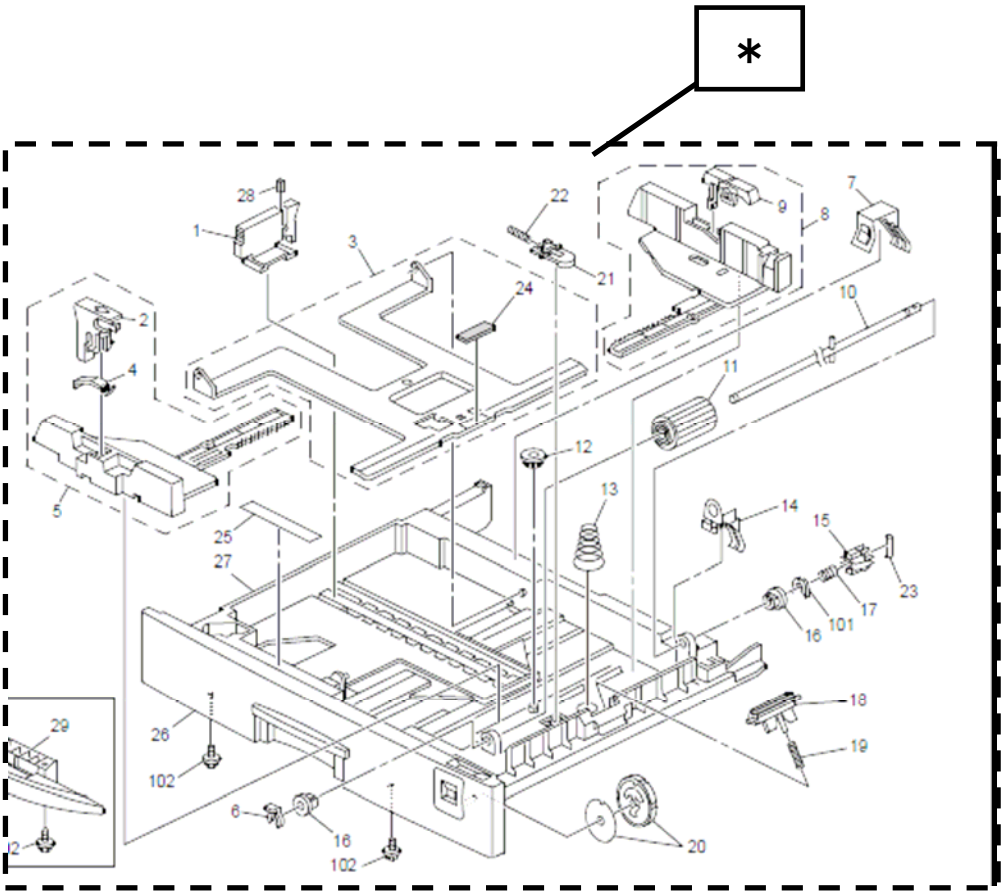
Model: GW-C1	Date: 23-Mar-11	No.: RB283007

Subject: Parts Catalog Correction_Paper Tray	Prepared by: M.Saiki
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.	

Classification:			
	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

Incorrect part number	Correct part number	Description	Q'ty	Int	Page	Index	Note
	B2452840	PAPER TRAY:PD-C2:ASS'Y	0 - 1		23	*	

Change: An index in the illustration was added.

Reason: Correction of illustration and part number.

See the following diagram for the corrected illustration.